

Thank you for your request for information dated 2 August about complaints made to Ofcom. We have taken your request to mean complaints about telecoms providers and this has been considered under the Freedom of Information Act 2000 (the Act).

I have provided our response under each of your questions.

1. How many complaints to the companies it regulates was Ofcom informed of between 1st March 2015 - 31st March 2016, and 1st March 2016 - 31st March 2017?

NB. If that isn't possible, could you tell us how many complaints Ofcom was informed of between 1st January 2016 - 31st March 2016, and 1st January 2017 - 31st March 2017?

We publish complaints data on a quarterly basis. These quarterly publications present data relating to complaints recorded by Ofcom against the largest telecoms and pay-TV providers. They are intended to help consumers make better informed decisions. You can find information for the periods requested via the following link:
<https://www.ofcom.org.uk/research-and-data/multi-sector-research/telecoms-complaints-data>

2. If possible, can you categorise those complaints according to the following?:

- a. Poor customer service
- b. Billing inaccuracies
- c. Equipment/product failure

NB. If that isn't possible, could you categorise those complaints according to your own processes?

Please refer to our published Comparing Service Quality report here:

https://www.ofcom.org.uk/__data/assets/pdf_file/0012/100605/comparing-service-quality-report.pdf
where you can find an overview of complaints data from page 9.

3. Of all the complaints reported to Ofcom in the time periods above, how many were resolved without the intervention of an ombudsman (or higher authority)?

This information is not held.

I hope this information is helpful.

If you are unhappy with the response or level of service you have received in relation to your request from Ofcom, you may ask for an internal review. If you ask us for an internal review of our decision, it will be treated as a formal complaint and will be subject to an independent review within Ofcom. We will acknowledge the complaint and inform you of the date by which you might expect to be told the outcome.

The following outcomes are possible:

- * the original decision is upheld; or
- * the original decision is reversed or modified.

Timing

If you wish to exercise your right to an internal review you should contact us within two months of the date of this letter. There is no statutory deadline for undertaking internal reviews and it will depend upon the complexity of the case. However, we aim to conclude all such reviews within 20 working days, and up to 40 working days in exceptional cases. We will keep you informed of the progress of any such review. If you wish to request an internal review, you should contact:

Steve Gettings
The Secretary to the Corporation
Ofcom
Riverside House
2a Southwark Bridge Road
London SE1 9HA

If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at:

Ofcom
Riverside House
2a Southwark Bridge Road
London SE1 9HA

Switchboard: +44 (0)20 7981 3000
or +44 (0)300 123 3000

www.ofcom.org.uk

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF